

8. DEALING WITH PROBLEMS

8.1 *Taking the First Step*

8.2 *Deciding the Appropriate Course of Action*

8.3 *Changes to Module Schedule*

8.4 *Rescheduling a Post Module Assignment Submission Date*

8.5 *Recovery from a Series of Post Module Assignment*

Non-Submissions

8.6 *Rescheduling Submission of MSc Project Proposal*

8.7 *Extending Your Registration Period*

8.8 *Suspending Your Registration*

8.9 *Withdrawal*

8.10 *University Regulations*

8.11 *Supporting Documentation*

8. DEALING WITH PROBLEMS

There are various courses of action if you get into difficulties with completing your programme to timetable, some of which depend on your End of Registration (EOR) date. When reviewing your options you should remember that the University normally requires you to complete all the attendance and assessment elements of your programme before your EOR.

The options available to you to vary your course of study are to:

- Make changes to your module schedule.
- Reschedule your submission of post module assignments.
- Reschedule your project submission date (within your registration period).
- Gain an extension of your registration period.
- Suspend your study for a specified period.

These requests should only be used in extreme circumstances and it should be noted that **there is no guarantee that your request will be granted.**

You must follow the procedures outlined on the WMG MSc website: <https://warwick.ac.uk/fac/sci/wmg/overseas/hk/opregs/reg-change> to ensure that your request is dealt with effectively.

8.1 Taking the First Step

The major part of your company commitment to support your programme is in providing time and resources to enable you to attend modules, carry out post module work and projects. Should you have a problem you must first attempt to resolve the difficulties internally with your line manager and training officer so that you can continue with your course as planned.

8.2 Deciding the Appropriate Course of Action

If you are unable to resolve the problem within your Company you must notify the Director of Studies, IGDS, as soon as possible. You will have to determine what you would like the University to do. Your company training officer and/or the Director of Studies, IGDS, will be able to offer advice on the courses of action open to you.

There are various courses of action, some of which depend on your End of Registration Period date (EORP). When reviewing your options you should remember that the University normally requires you to complete all the attendance and assessment elements of your programme **BEFORE** your EORP.

8.3 Changes to Module Schedule

Should you need to amend your module schedule you should contact your local Programme office.

In addition to the issue of availability there are two further considerations when making changes to your module schedule.

- i. Cancellation Charges. Late cancellation of a booked module may incur a charge of up to 50% of the module fee. See Section 2 of this Handbook for details.
- ii. Programme Regulation. When changing your schedule it is **your responsibility** to ensure that your revised programme meets any pre requisites for subsequent modules and the requirements for qualification for which you are registered.

8.4 Rescheduling a Post Module Assignment Submission Date

Penalties are applied for the late submission of post module assignments. If you believe there are extreme extenuating circumstances for submitting later than the date you have been given, you should take action before the deadline is reached, the earlier the better.

Before you consider applying it should be noted that the normal 6-week period includes allowance for attendance on another module, holidays, shutdowns, high workload, short term secondments and other work related factors. You should note that reasons such as “I couldn’t find enough information” or “I’ve been too busy at work” are not grounds for extensions. Extensions are normally only granted on the following grounds:

- Periods of illness of more than 2 weeks (or more than 1 week, if that occurs in the final 2 weeks)

- Unexpected business trips towards the end of the 6-week period
- Business trips of more than 3 weeks (scheduled since you committed to attending the module)
- Exceptionally long periods of high work-load (typically a requirement for >55 hours per week for more than 3 of the 6 weeks)

Bullet points 2, 3 & 4 only applicable to part-time students. Extenuating personal reasons may also be considered.

In the above cases you should:

1. Gain written support from your line manager and training officer (an endorsing signature on your letter of application will normally be acceptable). A letter from your doctor is required if you are citing a medical reason. These should be addressed to the Director of Studies, IGDS.
2. Send an email to the Director of Studies, IGDS, requesting a rescheduling of your work. Clearly state the reasons for your request and enclose letters of support/endorsement.
3. The Director of Studies, IGDS, will determine if your case is valid and note any agreed rescheduled date and contact you with his/her decision.

ⓘ PLEASE NOTE:

This action would not normally change your EORP date as modules should be completed well before your end of registration. If, however, a re-scheduling of your assignment submission requires an extension to your EORP, you should also follow the guidelines in section 8.7 below.

8.5 Recovery from a Series of Post Module Assignment Non-Submissions

As stated above you should note that the normal 6 week period for completion of your assignments includes allowance for holidays, shutdowns, high workload, short term secondments and other work related factors. In addition, it is expected that the inability to meet Post module assignment submission deadlines should be recognised in advance and you should take action before the deadline is reached.

It is possible, however, that an accumulation of circumstances gives rise to a series of assignments not being submitted. It is therefore possible to apply for approval for a recovery plan to allow these outstanding assignments to be submitted to an agreed timetable, without penalty.

In this case you should:

1. Gain written support from your line manager and training officer. A letter from your doctor is required if you are citing a medical reason. These should be addressed to the Warwick Director of Overseas Programmes.
2. Send an email to the Warwick Director of Overseas Programmes requesting a rescheduling of your work. Clearly state the reasons for your request (also explaining why this request is being made retrospectively) and enclose letters of support.
 - ◆ Please supply the following information:
 - (1) The name of the module(s) for which you have not submitted an assignment.
 - (2) The date you attended the module
 - (3) The assignment due date
 - (4) The requested new submission date
3. The Director of Studies, IGDS, will determine if your case is valid and note any agreed rescheduled date(s) and contact you with his/her decision.

ⓘ PLEASE NOTE:

This provision will ONLY be considered when circumstances are exceptional.
A MAXIMUM of six weeks can be proposed to complete each outstanding assignment.
Should our unit agree to the above new submission dates, if you then submit any assignment past the requested new submission date, the full penalty (a mark of zero) will be levied against that assignment.
Do not wait to receive the approval to complete the work to your proposed schedule.
You are expected to attend the full number of modules required for the programme and submit all assignments even where a zero mark may be given due to lateness, in order to fulfil the module credit requirement for the programme.

8.6 Rescheduling Submission of MSc Project Proposal

Part-time participants are required to identify your project and submit a proposal at the beginning of your second year of registration. If you are unable to do so you must write to the Director of Studies, the IGDS Administration Unit detailing your reasons with a proposed plan to meet this requirement before the submission deadline of your project proposal.

ⓘ PLEASE NOTE:

If you have not proposed and had approved a project synopsis before your end of registration period, it is very unlikely that requests for an extension to that period will be approved.

8.7 Extending Your Registration Period

Your course of study should normally be completed within a set period. If you believe you have a valid reason for having a longer period to complete your modules or your project, then a short extension may be possible. **Students should be given a deadline of 1 month before their End Of Registration (EOR) date to make any requests for extensions. This is to enable them to have sufficient time to provide any supporting documentation (supervisor letter/timing plan) before their EOR date, so that their extension is processed in time for the exam board. Any students who do not provide the correct supporting documents in time will go to the next exam board and may be considered for a lesser award.**

In this case you should:

1. Gain individual written support from your line manager and training officer. A letter from your doctor is required if your reason is medical. These should be addressed to the Director of Overseas Programmes at Warwick, care of your local IGDS office.
2. If the reason for the request is to complete your project then written support is also required from both your project supervisors. This should indicate the amount of work that you have completed on your project to date and their views on the feasibility of your completion within the timescale you have proposed. If the reason for the request is to complete your programme of modules, then a letter of support from the local IGDS Director of Studies may be required supporting your reasons for not having completed the programme earlier (e.g. cancellation of necessary modules).
3. To apply for an extension, you need to go to Warwick student records portal (<http://warwick.ac.uk/evision>) and then click student records requests to choose the request type you need (PG Extension) and then specify your reason(s) for an extension and to submit relevant proof online (e.g. an email from your Academic Supervisor giving his/her support to your extension application) as well. On receipt of your request and the necessary supporting documentation the Director of Overseas Programmes, WMG will review the request against the programme regulations. The Director of Overseas Programmes, WMG will then recommend to the university authorities whether the request should be accepted or not.
4. **You must not assume that your request has been granted** – when the appropriate arrangements have been made you will be notified via email.

ⓘ PLEASE NOTE:

Once one extension has been granted, there have to be very exceptional circumstances for a second extension request to be considered. Bear this in mind when submitting your initial request.

Extensions for longer than 6 months are unusual and the University will not normally consider extension requests for more than a total of 12 months. Note that extension period requests that exceed 6 months are referred to the Board of Graduate Studies for a decision. WMG's Director of Overseas Programmes is authorised to grant extensions of up to a total of 6 months, where appropriate.

8.8 *Suspending Your Registration*

To suspend your registration you will have to prove to the University that you cannot devote the required time to the course for a significant period. This effectively "stops the clock" until you are able to resume your studies. You then re-register for the remainder of your registration period.

The procedure is also the same as detailed above in section 8.7 Extending Your Registration Period. Select 'temporary withdrawal' in eVision.

ⓘ PLEASE NOTE:

If you are granted a suspension (temporary withdrawal), nothing you do during the suspension period will count towards your qualification and you no longer have access to University facilities.

Temporary withdrawals for longer than 6 months are unusual and the University will not normally allow requests for more than a total of 12 months. A series of requests that exceed a total of 12 months are referred to the Board of Graduate Studies for a decision. WMG's Director of Overseas Programmes is authorised to grant temporary withdrawals of up to a total of 12 months, where appropriate.

Participants who have been granted a period of temporary withdrawal are expected to re-enrol with the University following that period. If they do not re-enrol, the University will deem them to have withdrawn permanently from the programme as from the commencement of their withdrawal period (see below).

8.9 *Withdrawal*

If you or your company decide you will be unable to complete your course of study, you must notify the Director of Studies and the Director of Overseas Programmes by applying for a permanent withdrawal. You need to go to Warwick student records portal (<http://warwick.ac.uk/evision>) and then click student records requests to choose the request type you need (Permanent Withdrawal) and then specify your reason(s) as well. Afterwards, you are also required to complete PolyU "Application for Withdrawal of Study" online (<https://www38.polyu.edu.hk/eStudent>) for Joint Award participants. If no written request for withdrawal is received before your EORP, an Examination Board may subsequently have deemed you to have failed.

If you wish to return to continue your studies at a later date, you will need to formally re-apply for the programme, completing application and enrolment forms and gaining two supporting references again. If your re-application is successful and your return is within two years of your withdrawal from the programme, you may carry forward all the module credits that you have completed by that date. If your return is more than two years after your date of withdrawal, you may be considered for partial credit.

8.10 University Regulations

The University Regulations are printed in the University Calendar, copies of which are available on the University's website at <https://warwick.ac.uk/services/gov/calendar>.

8.11 Supporting Documentation

For most of the above circumstances, the following documentation is required:

Letter from YOU

This letter should be on a company letterhead and in it you should include:

1. Your full name
2. Your contact details: postal address/ e-mail address/ fax number/telephone number/cell-phone number.
3. The Programme for which you are registered e.g. IGDS (MSc in Engineering Business Management or MSc in Manufacturing Systems Engineering and Management or MSc in Supply Chain and Logistics Management, where relevant)/EngDoc.
4. Registration details: the month & year in which you attended your first module, and what you believe to be your current end of registration date.
5. The name of your employer and your division.
6. The reason for the request.
7. Where a change to the EORP is required, state the number of months which you require.
8. Where relevant (e.g. where the request is so that you can complete a project) a timing plan for the additional time requested, taking into account work, coursework and project commitments.
9. The reasons why you have not been able to effectively perform on the programme to date, resulting in this recovery plan. These should be substantial, honest, work related or medical reasons. Reasons related to personal problems may also be accepted.
10. The reasons why the problems previously experienced will not inhibit your future performance, including
 - The action that has been taken to enable your effective performance in the future.
 - why you believe Warwick should grant you a second chance in terms of your recovery plan.

Letters of Support

1. Letter from your **LINE MANAGER** : (on a company letterhead)
2. Letter from your in-house / **INDUSTRIAL SUPERVISOR**. (On a company letterhead).
If your line manager and Industrial supervisor is the same person you will only require one letter.
3. Letter from **ACADEMIC SUPERVISOR**. (although this letter will normally be requested by the local IGDS office, you should speak with your academic supervisor so that he/she is in a position to comment on your circumstances)
4. Letter from your **DOCTOR** (where medical reasons are cited as justification for request)

These letters should endorse

- *The reasons that you give for your inability to have performed effectively to date.*
- *A belief that the recovery plan that you have drawn up is achievable*
- *That they will give their full support in achieving the goals you have set out*
- *That the reasons for your inability to perform previously are no longer issues and will not prevent you in the future from completing the programme.)*

ⓘ PLEASE NOTE:

It is NOT sufficient for your supervisors/managers to merely countersign your letter.

Destination of Documentation

Documentation associated with requests regarding module schedule changes, requests for extension to Post module assignment submission and project proposal submission, should be addressed to your local IGDS office.

Requests regarding changes to your period of registration, or recovery plans for assignment non-submissions, should be addressed to Warwick's Director of Overseas Programmes, care of your local IGDS office.

Please ensure that you include all the required documentation, as your request cannot be processed without it.

Appendix 1: UK Consumer Protection Legislation

Your Initial Offer

In the process of deciding to study on this course you will have read and evaluated information from a variety of sources including:-

- Your offer letter from WMG; University of Warwick
- The detail of your planned programme. This is now defined explicitly by programme in the Material Information Sheets (MIS)
- Your offer letter from The Hong Kong Polytechnic University
- The WMG overseas programmes website for the collaboration with The Hong Kong Polytechnic University
- The IGDS website operated by The Hong Kong Polytechnic University
- Marketing Brochures issued by The Hong Kong Polytechnic University

Programme fees are identified in The Hong Kong Polytechnic University offer letter, but you may also incur additional costs in the execution of your study.

- The Regulations for the Joint Degree are available here on the Warwick University Website : [Reg. 37 contd Taught Postgraduate Courses \(warwick.ac.uk\)](http://warwick.ac.uk).
- The University of Warwick Regulations that apply for your course are detailed here: <https://warwick.ac.uk/fac/sci/wmg/overseas/hk/opregs/courseregs>.

During your programme of studies, if you discover that any of these sources misrepresented the programme in any way you have the right to withdraw. In the first instance please raise the issues with the programme manager at The Hong Kong Polytechnic University (<http://www.polyu.edu.hk/igds>)